

Minchinhampton Patient Participation Group

Committee Meeting held on Wednesday 3rd September 2025

At 7 pm at Minchinhampton Surgery

M1 - Present: Eve Jackman (Chair), Graham Spencer (Vice Chair), Maggie Cornock (Secretary), Dr. Freddie Walker (GP partner), Kerry Thompson (Practice Manager), Brian Whittaker (Treasurer), Janet Payne (Transport Officer), John Cleever (Pharmacy Rep), Colin McCleery, Pamela Wright, Jennifer Crook, Ann Marie Marlow (Patron).

Apologies Ian McPherson

M2 - Minutes of Previous Committee Meeting (Wednesday 2nd July) (Eve Jackman)

- a. and b) – The minutes were circulated and approved, as accurate, by the committee

- c. Matters arising

Eve has received a query from Jennie Wheeler Bland regarding an app. Maggie asked Kerry about the digital self-management app to support common muscle, bone and joint conditions and injuries, as well as women's health and pelvic pain, that Jennie was referring to. Kerry informed us that it was part of the general NHS app. See matters that we discussed later in the meeting (i.e. how to help patients access to online information).

M3 - Update from Practice manager (Kerry Thompson)

Following Dr. Weir's retirement, Dr. Simpson is now the senior partner. A new doctor, Chloe Marten, is joining the practice on October 1st but she is doing 1 or 2 days, as a locum, in the meantime. Sophie, the assistant practice manager, has left but has not yet been replaced. She will probably, eventually be replaced from within present staff, who will receive training. Some of Sophie's work will be carried out by existing staff in the short term. A new receptionist will start soon - reception is a little unsettled but more training will start next week.

In July there were 185 responses from the friends and family survey – the biggest since March. Of these 167 were very good, 10 good, 1 neither good or poor, 4 poor and 3 very poor. One of these was because of a wait of 40 minutes beyond the appointment time. Another patient complained that they had to wait a few minutes because the cows had delayed them for 6 minutes beyond their appointment time and they were not seen for another 6 minutes. Another complaint was because a blood test had not been carried out as expected – this was rearranged quickly. Other complaints include the length of time for referral appointments and one about the lack of continuity of care (5 clinicians during a patient's infection). All complaints were dealt with by the clinician concerned within the practice. There was a problem with a document being lost between the reception desk and its destination (a data breach). This is being investigated.

Some mobility and wheelchair users could not get through the gate as the catch was on the wrong way round (this has now been rectified). Another could not get a wheelchair because the surgery one was faulty (it has now been repaired). There is a hole in the car park due to a water leak at the border with the field – they are thinking about the best way to deal with this.

Colin gave praise for the treatment he had following a hospital visit. When he returned home he was bleeding from a wound. Jane Fox saw him on that day, and “patched him up” quickly. He was also reviewed just 2 days later.

M4 - Pharmacy Report (John Cleever)

The recent report shows that Boots is good on every measure. The only adverse note was about the state of the building which is not under their control. John noted that there were no longer piles of unmade prescriptions. The pharmacy team has recently changed so this changes the responsibility for Pharmacy First. It is slow to get going, which affects payment for the service, that depends on sufficient numbers using it. John has sent a letter to Boots congratulating them on the efficiency of their overall service.

John also noted how well, on all counts, Minchinhampton Surgery has done. He asked Kerry to pass on his congratulations.

M5 - Patient Transport service (Janet Payne)

For the months June, July and August the volunteer drivers have undertaken 179 trips, of which 84 were to the surgery.

Drivers have undertaken 2 separate trips to hospitals in Oxford and one to Moorfields Eye Hospital in London. Also there has been an incident when a patient who had booked a private taxi, which was cancelled on the day they needed to go to the Radcliffe in Oxford. We were able to respond to this at short notice. Today we have received a request from a patient to attend Southmead Hospital by 6.30 to 7 am and we were able to arrange this.

We have recruited 3 new drivers, locally, but 2 have left – one moving from the area and another who, living in Stonehouse, felt it was too far away and has offered his services to another charity in the area in which he lives. We have been informed of the dates of the forthcoming covid vaccination clinics and, once again we will endeavour to “fill a car” with patients per trip.

We have received a letter from a patient regarding the forthcoming clinics querying the cost because they are only able to have their ‘flu and covid injections on separate days. Hence two trips. Janet has clarified that they will have to pay for both trips as a driver has to be available for both days and to travel between the places from where he is picking patients up. Janet will reply to them directly, with a copy to Maggie, and explain the reason for the charges. If the driver has collected more than one patient from the same location, then it would be up to them as to whether they made a reduction.

We have revamped the A4 poster, asking for new volunteers, which has been circulated in the town at the library, shops, church, Parish Office notice board and, in addition, Box Village Hall and the Library in Nailsworth. This is the same poster that is available in the surgery as an A5 leaflet.

Prices charged remain the same at present.

The three of us, who accept calls on a rota (myself, Alison and Coralie) feel the system is working well.

M6 - Treasurer’s report (Brian Whittaker)

The diagnostic sets have been paid for (£1,800).

Brian has now set up online banking with Lloyds so bills can now be paid directly. There is a £500 limit after which payments have to be authorised via two signatures.

The savings bond is coming to an end in October but the rates have not been notified yet. A decision needs to be made about how much needs to be kept in the current account. Eve said that discussion, later in the meeting, would have a bearing on this.

M7 - Update and Queries from the Chair (Eve Jackman)

- a. Autumn fayre – We still need more items to make tombola stall possible. Thank you to those who have donated. Jenny had brought some donations to the meeting (thank you). Maggie reminded committee members that they could be dropped at her house. We also need more people to help out on the stall. Maggie will set up at 11 am and stay until 1 pm. Eve will be there from 1 pm to 3 pm and Maggie will return to do the 4 pm to 5 pm time and then clear everything and take it away. Janet has offered to help set up. Jenny offered to cover the time between 3 pm and 4 pm. If anyone else is free it would be a great help to have them join us.
- b. Children's art from Minchinhampton school. Eve has emailed the school, now the new term has started to see if, and when, they still might like to produce some children's art work. She will follow this up.
- c. Leaflets. Eve has observed that patients usually do not go to the reception desk as they sign in on the screens, and leaflet are placed to the side of the reception desk. Can a more prominent position be found?
- d. Surgery Newsletter. Could this go in the parish magazine? Maggie will contact the editor to ask if this might be possible. Also, could PPG news go into the Surgery newsletter? Follow this up at the next meeting.
- e. Information board at the vaccination sessions. Is it possible to site this on a table in a prominent position? Could the PPG supply and store a table at the surgery? This request to be passed on. It was agreed, beforehand, that the information boards could be stored at the surgery between covid vaccination sessions. PPG committee members to set up and remove the display each time.
- f. Commemorative bench for John Harrup. Brian has researched good quality teak benches for around £500. It was agreed that he should go ahead and purchase one.

g. Feedback from meeting with GPs about the way forward for the PPG.

Following the circulation and notes from the meeting between Doctor Walker, Kerry, Maggie, Eve and Graham these ideas were suggested:-

- Collating information from the proposed GPs' suggestion/feedback box that they are considering put in the waiting room for a month (with due care to maintain anonymity)
- Helping to put together a new patient welcome pack with content from the PPG.
- Run awareness posters or stalls during seasonal health campaigns (we will have a presence at the upcoming covid vaccination sessions.)
- Add an article to the surgery's own quarterly newsletter (we have put articles in the local parish magazine and on the Minchinhampton Facebook site recently).
- Community health walks

- Link lonely, isolated patients to local groups and/or train PPG members or and/or volunteers to call or visit people.
- Access, trainers or possibly help to access local fitness groups for certain groups of patients. Can this be subsidised?
- Tech buddy scheme to help patients to learn how to use the NHS app, order prescriptions online etc.

Some helpful ideas and links arose during the discussion:

Pam does "Wednesday Walkers" Eve and Pam will liaise on this. Graham has also said that he is willing to lead a walk. If this goes ahead, can it be added to the welcome pack?

Jenny told us about the IT help sessions at the library and Amberley Café. Emma O'Shea leads these sessions. Appointments need to be booked rather than just a drop in. Also Brian's son in law, Tim, has offered to publicise PPG and the volunteer drivers' scheme through various websites he has connections with. He has offered to meet with either Eve, Graham or Maggie (or all three) to discuss the possibilities.

M8 - Any Other Business

Graham has suggested that the piece of ground, at the back of the surgery could be planted, by volunteers, to create a bee friendly garden. He has seen this at another surgery when he was on holiday and was impressed. The initial heavy work, to make it ready for planting, would need to be carried out before it was ready to go ahead. He has a contact, Sophie Ayres, who he thinks may offer guidance. It was suggested that the bench, commemorating John Harrup, be placed beside this garden.

Eve asked if the PPG could supply some suitable toys for the children, who visit the surgery. Concern was expressed about them being dispersed around the waiting room. The Kerry and Freddie will come back to us on this.

The discussion about how much money to leave in the current account was returned to in the light of the above suggestions. At the moment there is around £4,000 in the current account. There will be further thought on the amount we leave in the current account in October.

Eve asked when the next volunteer drivers' meeting will be and if Eve, Maggie could attend. Janet said that the date had not yet been set. Eve also suggested that there may be those, among the drivers, who might be able to offer some tech support to patients.

The meeting ended at 8.40 pm.

The next committee meeting will be at the surgery at 7 pm on November 5th.